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Title
Introduction to multiple and collaborative tasks.

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Abstract
Human computer interaction has evolved from studying one person using one computer, to individuals and groups collaborating with others in a variety of roles. The activities that now need to be understood and supported by design include multiple and collaborative tasks. They do not always have single, clear goals, they often lack discrete start and end points, and sometimes the multiple goals are incompatible. Tasks are frequently carried out in parallel, with various levels of interleaving and interruption. People perform the same task with the same technological support in different ways, depending upon their social context, and the degree of cooperation and collaboration. Collaboration introduces overheads for managing the collaboration, which have to be traded off against gains in efficiency of the task itself.

Descriptors
GROUPWARE; HUMAN-COMPUTER-INTERACTION.

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P Practical.

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